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OFFICE OF THE
EXECUTIVE SECRETARY

RECEIVED
CONSUMER SERVICES DIV.

MAY 20 2002

TN REGULATORY AUTHORITY

Chairman, Sarah Kyle
Director, Lynn Greer
Director, Melvin Malone
Director, David Waddell

Reference: Document Number 00-00873, Service Standards, New Drafted Rules

I applied for assistance with my phone bill, as Bell South told me I was eligible because I lived in Federal Public Housing. After having the office where I live fax a letter stating that I was a resident here to Bell South, I received a letter from Bell South stating I was not eligible unless I met certain criteria. I did not meet any of the criteria because the Federal Public Housing was effective in the state of Kentucky. I receive commodities, but not on the list for programs that qualify. I also did not qualify from my income.

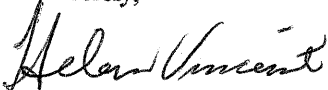
I believe the the criteria, New Drafted Rules, for the Lifeline Linkup should include the state of Tennessee also. This would help a lot of seniors like myself who are on a fixed income and needing any assistance we can get.

After speaking to Vivian Michael-Wilhoite yesterday about the criteria and not being eligible, I decided to voice my opinion about the New Drafted Rules. I think there needs to be more programs in the state of Tennessee for seniors and others that need to be on them.

Please express my opinion in your next meeting.

Thank You.

Sincerely,



Helen Vincent

cc: Vivian Michael-Wilhoite

PS 5/22/02